

Adult Protective Services Field Operations Director

State of Tennessee

Department of Human Services

Division of Community and Social Services

The Tennessee Department of Human Services (TDHS) is responsible for administering numerous services throughout Tennessee, including Families First, the states' Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Child Support, Child and Adult Care Licensing, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties.

Adult Protective Services (APS) is the state agency responsible for investigating allegations of abuse, neglect, and financial exploitation of vulnerable adults and providing protective services as needed. APS is seeking to fill the position of the APS Field Operations Director to oversee APS field operations, which includes investigations, assessment, service provision, and custody cases. This position is responsible for providing program direction, supervision, technical assistance, and leadership for field operations as well as interface with the APS Intake operations and community and state partners. This position will be supervised by the APS Program Director and this position will directly supervise four Human Services Program Supervisors responsible for field operations of investigations and assessment, a total of approximately 120 field staff.

Duties and Responsibilities

- Direct program staff in evaluation, planning, and development for a program area or multiple program areas
- Maintain contact with service delivery and program staff in order to ensure that services are being provided adequately and without duplication
- Study relevant federal and state policies and procedures; determine applicability of new and revised policies and make recommendations for

changes to state policies; interpret rules, policies and procedures for field staff

- Direct and administer the review of state rules, policies and procedures for statewide program areas; present outcomes and measurements and expected future goals for service delivery
- Review program delivery to ensure adherence to department policies and procedures
- Determine necessary corrective actions based on present outcomes and expected future departmental goals
- Handle complaints and answer questions regarding program delivery; specify problematic issues for subordinate staff to evaluate in order to identify circumstances of the complaints; issue final response to complaints based on relevant policies, procedures, and research
- Evaluate department options for maximizing fiscal resources (i.e., federal grants, state grants, and reallocation of appropriated funds); summarize current and projected financial position of the budget for the programs; project future revenue and expenses based on current trends
- Represents the Department at Regional and Statewide meetings and conferences.

Minimum Qualifications

- Bachelor's Degree in social work, criminal justice, psychology, sociology, human services, counseling, management, business etc.. Master's Degree in same preferred
- Five years of supervisory experience in a Protective Services Program, experience successfully leading and supervising other senior and/or midlevel managers is preferred
- Demonstrated ability to foster teamwork and progress toward a stated vision with a large scale workforce

- Ability to adapt to changing priorities and deadlines
- Ability to exercise sound judgment
- Ability to coach and mentor a diverse workforce
- Ability to be flexible and accountable
- Demonstrate passion and commitment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines

Salary is commensurate with qualifications, experience and certification(s).

All interested candidates should submit a resume to:

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The deadline to apply is June 5, 2016